

**Summary of Complaint : 11-C00297457-1**

WT Docket 11-65

**User Complaint Key :** 11-C00297457-1

**Form Type :** 2000F

**Submitted Date :** Apr 04, 2011

**Source :** WEB

**Admin**

DOCKET FILE COPY ORIGINAL

**Disposition Status :** Initial Review

**Congressional Complaint :** No

**Type :**

**Category :**

**SubCategory :**

**Admin Comments**

AT&T/TMobile merger complaint. Sent to Wendy Chambers to forward.

Letter and Serve in the next pages...

---

**Form 2000F – Other Communications Complaint**  
**Not Covered by Form 2000A through Form 2000E**

---

**Consumer's Information:**

First Name: **Kevin** Last Name: **Kitchen**

Company Name:

(Complete only if you are filing this complaint on behalf of a company or an organization.)

Post Office Box Number:

(Official Post Office box Number Only)

Address 1: **1382 Ling Drive**

Address 2:

Mailing Address (where mail is delivered)

City: **Austell** State: **GA** Zip Code: **30168**

Telephone Number (Residential or Business):

E-mail Address:

**\*\*\* ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT \*\*\***

1. Type of company that is the subject of your complaint:

2. Please provide the details of your complaint, including the dates, times and nature of any conduct or activity complained of and identifying information of any companies, institutions or individuals involved:

a. Date (mm/dd/yyyy):

b. Name of company or individual:

c. Details of the activity or conduct that form the basis for your complaint:

2000F

Kevin Kitchen  
1382 Ling Drive  
Austell, Georgia 30168  
(404) 446-5611

Received & Inspected

APR - 4 2011

FCC Mail Room

March 26, 2011

Dear Commissioner Baker:

I am writing to you to ask that you oppose the buyout of T Mobile by AT&T. I am just an ordinary citizen who works and pays bills and I usually do not write letters to the government but I feel strong on this issue as it will affect me and my family greatly.

The reasons for my feelings are many but I will start with the fact that I have been on a family plan with T Mobile since 2005 and I am very happy with the service and value I have with them. The few problems I have had were addressed quickly and professionally by their Customer Service people. And the price of my plan cost half what AT&T will charge me for the same (unlimited text, minutes on 4 phones but no data) plan.

The next reason has to do with personal experience. I was once a customer of what used to be Cingular which is essentially the same company with the AT&T logo. I ended up there because they bought the old AT&T Wireless before SBC bought AT&T. I was happy with AT&T Wireless but after Cingular took over, I had nothing but a horrible experience which included customer NO service, overcharges on my bills and degraded network experiences.

AT&T does not know anything about customer service which is why they rank at the bottom in every survey done. Why in the world would you reward a company that lacks in customer service with yet another buyout?

I might point out the fact that Cingular already bought ATT Wireless and T Mobile is the only real competitor left since the phones cannot be used on Verizon, Sprint or Metro PCS. If the FCC allows this terrible idea to proceed it will cost consumers like myself money to replace all of our phones. In my case several hundred dollars since I have 4 phones on my plan. At a time when the economy is already struggling, I hardly think it is worthwhile to take disposable income out of the pockets of consumers to spend on handsets that are not made in the USA. I will simply have to give up my family plan because it will be unaffordable.

This also will not spur competition. T Mobile family plans are among the lowest priced in the business now. The pre paid plan sold through Wal\*Mart cost almost half the comparable AT&T plan and requires no contract. AT&T and Verizon charge the highest rates in the business.

I feel that this will also result in massive layoffs of employees of both companies just as it did when Cingular bought AT&T Wireless and AT&T bought Bellsouth which resulted in thousands of lost jobs in the Atlanta metro where we live.

I believe the end game for AT&T and Verizon are to be the only 2 choices left. I have no doubt that if the FCC allows this, Verizon will go after Sprint or US Cellular next. And on and on it will go until there are only 2 high priced carriers left in most of the nation.

There is a reason why a capitalist system needs antitrust laws and this is it. After all the trouble and expense the Justice Department went through in 1984 to break the phone cartel up, it is ashamed to see it putting itself back together.

In short, there is no upside to this at all except for the corporate offices of AT&T. They get more public spectrum and take yet another competitor off the market. For once I would like my government to stand up for the folks that have to work and pay bills including phone bills. Please stop this horrible deal. It is not good for the country.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kevin Kitchen', with a long horizontal flourish extending to the right.

Kevin Kitchen